

COMPLAINT ACTIVITY REPORT Case # 454309**BBB of Southern Piedmont, Inc.**

Consumer Info: Radtke, Reid
 8 Clay Ct
 Chapin, SC 29036-9165
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 rrradtke22@yahoo.com

Business Info: Carolina Water Service Inc. of NC
 5701 Westpark Dr Ste 101
 Charlotte, NC 28217-3565
 800 272-1919

Location Involved: (Same as above)

Consumer's Original Complaint :

Receiving advertising mail listed as " Important Information Regarding Your Water Service Line" from the Company HomeServe.
 Receiving advertising mail from HomeServe, which is an independent company from Utilities Inc., regarding my Water Bill. Utilities Inc is our service provider and when I open the mail which is listed as Urgent and states "Important Information Regarding Your Water Service Line" I discover that it is also on Utilities Inc. letterhead.
 I have contacted this Company (HomeServe) several times and have advised them that I do not wish to be on their mailing list and do not appreciate receiving high pressure sales advertising from them. I have asked them how they received my address and have been informed they received through Utilities Inc. I registered myself with the "Do Not Call" years ago and I have also filled out the disclaimer to not release any personnel information with Utilities Inc.
 It appears that Utilities Inc. is using some clever way to get around the system to advertise for this company.
 I have asked several times previously to be removed from their sales advertising list and each time I am informed this may take 4 to 6 weeks. Recently, August 27, 2013, I again received the same advertising letter with the High Pressure sales tactic to respond by September 20, 2013. I contacted them again with the number listed (888)300-4513 to take me off the mailing list. I was advised again. This could take 4-6 weeks.
 Over the course of the past two years, I have received approximately a dozen letters from HomeServe; all with the Utilities Inc logo. They have failed to meet my request and continue to harass me with garbage, high sales practices.

Consumer's Desired Resolution:

I would like the assurance that the letters will stop. In the event that I continue to receive advertising letters from either HomeServe or Utilities Inc about my Water Lines I will file another complaint and or litigation against the Company.

BBB Processing

08/28/2013	web	BBB	Case Received by BBB
08/28/2013	SM	BBB	Case Reviewed by BBB
08/28/2013	Otto	EMAIL	Send Acknowledgement to Consumer
08/28/2013	Otto	MAIL	Notify Business of Dispute
09/06/2013	Otto	BBB	No response to first notice to business
09/06/2013	Otto	EMAIL	Consumer - Have You Heard From the Company
09/06/2013	Otto	MAIL	Reminder of Dispute to Business
09/06/2013	WEB	BBB	RECEIVE BUSINESS RESPONSE : An alert has been added to customer's account that he does not wish to receive marketing information. If customer should has further concerns, please advise Mr. Radtke to contact Utilities, Inc at 1-800-525-7990 and request to speak with the Customer Service Manager.
09/09/2013	SM	EMAIL	Forward Business Response (Special Attention)
09/11/2013	SM	BBB	BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : From: Reid Radtke (mailto:rrradtke22@yahoo.com)

Sent: Tuesday, September 10, 2013 5:09 PM

To: Better Business Bureau

Subject: Re: BBB Complaint Case#454309(Ref#20-105777-454309-9-1105)

Thank you for your response adn I accept their response.

Reid

09/11/2013	SM	BBB	Dispute RESOLVED- with Letter
09/11/2013	Otto	MAIL	Inform Business - Case Closed RESOLVED
09/11/2013	Otto	BBB	Case Closed RESOLVED